10. Billing Questions. If you think your bill is wrong, or if you need more information about a transaction on your bill, write our office at the address shown on your bill as soon as possible. Our office must hear from you no later than ten (10) days after we send you the first bill on which the error or problem appeared. You can telephone the office but doing so will not preserve your rights. In your letter, you must give the following information: your name, the dollar amount of the suspected error, and an explanation of why you believe there is an error (if you can). If you need more information, describe the item you are unsure about. You do not have to pay any amount in question while we are investigating, provided you followed the instructions above within the time allotted above. However, you are still obligated to pay the parts of your bill that are not in question. While the office investigates, you will not be reported as delinquent nor will any action be taken to collect the amount in question (i.e., turning over account to collection agency or filing attorney fee lien if applicable).

    In summary, if Client has any complaints, claimed errors, discrepancies, or objections to the billing statement, the office must be notified, in writing, within ten days of the date of the statement. If no such notice is received, it is understood that the billing statement is accepted as correct, accurate and fair.

11. Termination of Attorney-Client Relationship. Client shall always retain the right at any time to terminate Attorney's services on Client's behalf by delivery of a signed letter from Client or Client's new attorney notifying Attorney of the termination of the Attorney-Client relationship. Attorney reserves the right to withdraw from further representation of Client at any time for any reason, including but not limited to nonpayment of attorney fees and costs advanced when due, upon giving reasonable written notice to Client at Client's **last known mailing address**. At that point, Attorney will take no further action, including filing a case in court. This means that if Client does not keep Attorney informed of Client's new mailing address and Attorney withdraws, Attorney will do nothing further to protect Client's interests. By not informing Attorney of Client's updated mailing address, Client is in breach of this agreement. If Attorney-Client relationship is terminated, Attorney shall refund to Client any retainer amount that has not been earned by Attorney. Client shall remain liable for all attorney fees incurred and costs advanced through the time and date of Attorney's withdraw. Attorney may refuse to present any decree or order to the court for signature until all fees and costs have been paid. In addition, Client will compensate firm for time and expenses incurred after discharge for responding to requests for information, providing copies of records, etc. in connect with representation.

12. Attorney Assistance. Client agrees that any lawyer employed at Attorney's office may take responsibility for all or any part of Client's matter and that the decision to involve another attorney or attorneys shall be within the discretion and professional judgment of Attorney's office. Client understands and agrees that Attorney may engage the services of other attorneys outside attorney's firm, as attorney deems necessary, to assist Attorney in this matter and those fees for such services are included in this fee agreement; they will be billed out between $185/hour and $450/hour. If their fees are greater than this, then Attorney will seek approval for client prior to retention of outside counsel. For example, this happens most often when the other side contemplates or filed bankruptcy. If Attorney hires a contract associate attorney for a special need dealing with this matter, Attorney will bill them out as an associate attorney at a rate set forth above. Attorney may appoint another attorney to assist with the closure of Attorney's law office in the event of Attorney's death, disability, impairment, or incapacity. In such event, Client agrees that the assisting attorney can review Client's file to protect Client's rights.

13. Case Information and Correspondence. Attorney will send Client information and correspondence throughout the case. When Attorney has completed all the legal work necessary for Client's case, Attorney will close Attorney's file and may then destroy the file at any time, unless Client gives Attorney written notice within 5 days of Client's desire for contents of file. Client agrees to keep Attorney